

Flexible booking options for when the time is right to travel

Extra time to plan with extended ticket validity



Any tickets with an original issue date **between March 1, 2019 and April 9, 2020**, are valid for a period of **24 months** from the original date the ticket was issued.

This means travellers have an extra year to use their tickets to fly on Air Canada. The rescheduled trip must commence prior to the expiry date, now 24 months after the original ticket issued.

- **Example:** Customer purchased a ticket on May 8, 2019 and cancelled the trip on June 10, 2019. Ticket can now be reissued for travel commencing before May 8th, 2021, **24 months from the original purchase date**. *Travel must commence prior to ticket expiry.*

If your traveller wants to make a change or cancellation



We've waived change fees for flights booked up to **May 31, 2020** for travel between March 1, 2020 – May 31, 2021 as follows:

- A **one-time change** can be made without a fee, for a flight to the same destination, or a different destination at a later date.
- Cancellations can be made without a fee. A full credit to be used towards future travel will be issued.
- In both cases, you can cancel or make changes to your travel plans up to two hours before your departing flight and travel must be completed within 24 months of the date the booking was modified or cancelled.
- **Example:** Flight booking to London on September 1, 2020, but customer no longer wishes to travel. Booking is cancelled on April 23, 2020. Future travel valid for 24 months from the day trip is cancelled and customer must complete travel by April 23, 2022.

If your traveller's flight has been cancelled



- If a flight has been cancelled due to an Air Canada schedule change, a **full credit** to be used towards future travel will be issued, valid for travel within 24 months from the date the schedule change occurred.
- **Example:** Flight booking to Venice on May 15, 2020. The flight was cancelled by Air Canada on April 20, 2020. A credit for future travel valid for 24 months from the flight cancellation date now applies, and customer must complete travel by April 20, 2022.